

# ***Panacea Workflow Studio Release Notes***

**Version 4.3 p1**

**Compatible with AR System 4.x, 5.x, 6.0.x,  
6.3, 7.0.x, 7.1, 7.5**

**21 July 2010**

## **Release Notes**

You can obtain the most current version of these release notes on the Internet through the *Panacea* web pages at

<http://www.pws-europe.com>

**panacea** /panə'siə/  
n. a universal remedy™

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# Chapter 1 – Introduction

These release notes provide information that you need if you are installing and using *Panacea Workflow Studio*. Read these notes thoroughly.

These release notes include the following chapters:

1. **Introduction** – Provides information that you need to know before you install *Panacea Workflow Studio*.
2. **New Features** – Briefly describes the new features in *Panacea Workflow Studio 4.3*
3. **Fixed in 4.3** – Provides information on important bugs fixed in this release.
4. **Known Limitations** – known limits of *Panacea Workflow Studio*.

New Features are those that did not previously exist in the last Panacea Workflow Studio Major release.

## Operational Guidelines

Complete the following procedures to install, use, and troubleshoot *Panacea Workflow Studio*

1. Read these release notes in their entirety to ensure that you have complied with all system requirements.
2. Install *Panacea Workflow Studio* by executing the downloaded *PanaceaWorkflowStudio.exe*. This is a self-installing executable that will unpack and install itself via an InstallShield wizard, just follow the instructions.
3. IMPORTANT: After installation please navigate to the install directory and double click appropriate .msi file for the operating system that you will be running Workflow Studio on i.e. 32 bit or 64 bit

Msxml6.msi (for 32 bit OS)  
Msxml6\_x64.msi (for 64 bit OS)

This will register the latest version of the Microsoft XML parser dll, which is required for using our PTG functionality.

4. If a problem occurs while installing or operating *Panacea Workflow Studio*, contact Technical Support as described in the following section, or your local reseller.

## Technical Support Contacts

Support requests and feedback about *Panacea Workflow Studio* are welcome. Direct your requests and comments to *Panacea Workflow Studio* Technical Support using either of the following methods:

Technical Support Fax:	<b>+44 (0) 1784 497 048</b>
Email (Internet):	<b>support@pws-europe.com</b>
World Wide Web:	<b>www.pws-europe.com</b>

To submit an entry to *Panacea Workflow Studio* Technical Support through the World Wide Web:

1. Access the *Panacea Workflow Studio* Technical Support web page. Select **Support | Log a support issue** via the web.
2. Fill in the provided Form, and then click Submit.
3. You will be contacted by a *Panacea Workflow Studio* Technical Support Engineer, as appropriate.

## Chapter 2 - New in 4.3

### **Export to file**

It is now possible to export workflow objects to .def, .csv or .lst file from various points within the tool. You may also export an object plus its relationships to one of these three file types. The csv format is currently only exporting basic information for the object. This will be extended in the next patch release. More information is available in Chapter 8 of the Getting Started Guide.

### **Improved browser performance**

Several changes have been made to the Workspace Server browsing window to allow faster browsing of workflow, in both cached and live modes.

### **Multiple merge functionality improved.**

Users may now merge multiple PTG files into a single release PTG. Should the tool find duplicate objects in different PTGs it will keep the latest version exported and report the duplicate at the end of the merge. See Chapter 13 of the Getting Started Guide for more information.

### **Repository folder browsing improved.**

Users may now use the “browse workflow + detail” option to inspect the contents of multiple PTGs within a repository in a single document. Using the filtering mechanism this allows a user to rapidly locate workflow or fields/forms/vuis that exist in separate PTGs but which are stored within the same repository. See Chapter 13 of the Getting Started Guide for more information.

## Chapter 3 – Fixed in 4.3 p1

- 3670 Table field quals being displayed incorrectly in comparison report when comparing PTGs with live server. p1
- 3669 Multiple merge dialogue not returning any information after changing the directory location of repository p1.
- 3667 Merge two PTG crash for ALs.p1
- 3664 Browsing forms below packing list broken p1
  
- 3660 Comparison bug around filter guides.
- 3659 WS is asking me a Password - when migrate from archive. resolved
- 3656 Add names from an xml file.resolved
- 3655 merge not adding AL into merged PTG. Resolved.
- 3653 compare PTG - then browse - causes crash. Fixed
- 3654 Installshield PTG import failure on 32 bit platforms. Resolved.

## **Chapter 4 - New in 4.2**

### **CMDB comparison and migration**

It is now possible to compare a CMDB class between AR servers to produce a difference report, and then to save the differences to a PTG file. A rollback PTG may be saved at the same time so it is possible to remove the changes made from importing the original PTG file.

### **Improved PTG management**

The PTG repository can now contain sub folders to help organise collections of PTG files. The ability to add, remove and rename folders, and to rename PTG files has been added as well as a mechanism to browse the PTG repository and sub folders to obtain additional information and locate contained items more easily. See the getting started guide for full information.

### **Export to CSV**

Can add to comma separated values file.



## Chapter 5 – Known Limitations

### MS XML prerequisites.

IMPORTANT: After installation please navigate to the install directory and double click appropriate .msi file for the operating system that you will be running Workflow Studio on  
i.e. 32 bit or 64 bit

Mxml6.msi (for 32 bit OS)  
Mxml6\_x64.msi (for 64 bit OS)

### ARS 7.5 compatibility issue.

THIS HAS NOW BEEN RESOLVED IN 7.5 p3 and within Workflow Studio 4.1 p2.

Workflow Studio builds prior to 4.1 p2 will still require a 7.5 specific and 7.1 specific build.

There is a problem using the ARS 7.5 api against a pre-ARS7.5 server. The ARSetSchema api function crashes when attempting to update a form. This imposes the limitation that to use the ARS 7.5 built version of workflow studio, only ARS 7.5 servers may be updated. If changes are to be made to a ARS 7.1 server then the ARS 7.1 version of workflow studio must be used. The ARS 7.1 workflow studio can work against ARS 7.5 servers but will not be able to access the new 7.5 features.

The Help About box of workflow studio indicates which ARS libraries were used to build the version that is running.

BMC have produced a fix for this problem, but will not be available until the next patch of AR System is available, due around August 2009.

### Differencing

The recommended client specification for RAM is 512 MB. The differencing report is first created in memory before being output to a Workflow Studio window. Differencing attributes such as Help Text, Timestamp or Diary fields on many forms at once may produce a report that grows to a large size in memory. Configuring more space on the client hard drive for swap memory would obviate the need to increase the RAM on the client.

To reduce memory requirements, when comparing large objects or many objects, we recommend turning on the differencing cache (File|Preferences|Comparison tab|Cache differences to local database) which will store a large amount of the comparison information on disk rather than in memory.

If you are differencing servers with large numbers of forms 1000+ , you may encounter the 2gb limit for our cache differencing files. In these cases you should ensure that you are not “storing matching

attributes”, not “storing source attributes”, not “storing target attributes” and that you have “minimal summary report”. We would also recommend at least 800mb of RAM to ensure the client does not run out of resources.

There was a problem using the differencing feature with the Workflow Studio built with 7.0 AR API with version 6.3 servers, running patch 18, German locale. The executable footprint would grow rapidly We have identified this as a problem with a specific BMC Remedy API call and a bug/issue has been logged with BMC on 01/05/2007. We have reduced the number of times this call has been made as a workaround which should lessen the impact of this issue.

When comparing table fields, the number of columns that belong to the table field may differ, even after migrating the table field. This is not an attribute that can be set, but depends upon the number of fields attached to the table. If you are only disabling target only column fields then they remain attached to the table, which will still result in a difference. You need to delete target only column fields to ensure that the table column count gets updated to the same as your source value.

If more than one workflow studio session is running on a computer and more than one session is performing a comparison, then all sessions will use the comparison profile that was last chosen, due to the way the profiles are stored.

## **Documentation and disk space**

Due to the nature of AR System workflow and in particular Forms, the amount of information to document can be very large. Therefore the client should ensure adequate hard drive space prior to attempting to document an entire system.

## **ARS Log Debug**

There is a limit to the size of ARS log file that is to be debugged. The actual size depends upon the capabilities of the computer running workflow studio, the more memory the system has configured the larger the log file that may be processed. However, the larger the file is, the slower the inter view linking of file entries gets.

The German version has been updated this release due to changes in the log file format. If you have any difficulties using this part of Workflow Studio then please contact support.

## **Caching Data**

There is a limit to the number of fields that can be stored in an access database table, so we can only store data for Remedy Forms that have 250 or less data fields.

## **Windows Vista /Windows 7**

Use of Microsoft Windows Vista/Windows 7 is not fully supported as a operating system for running Panacea Workflow Studio. Workflow Studio fails to operate properly certain editions. Further testing is ongoing with different flavours of this operating system.